
Co-Design College Informational Call

Friday, February 10, 12:00-1:00 PM Eastern time



Agenda

- Introduction to Faculty
- Aim for the program
- Overview of the agenda
- Questions and discussion



Faculty: Improvement Advisor



Christina Gunther-Murphy, MBA, Executive Director of the Institute for Healthcare Improvement, oversees IHI's Person- and Family-Centered Care Focus Area. She is responsible for designing and executing the overall portfolio strategy, acting as a spokesperson, shepherding the evolution of content, directing results-oriented initiatives, and contributing to the design of large-scale initiatives. Previously, Ms. Gunther-Murphy oversaw operations for IHI's hospital portfolio and managed the 5 Million Lives campaign. Prior to joining IHI, Ms. Gunther-Murphy worked at the National Initiative for Children's Healthcare Quality.

Faculty



Saurabha Bhatnagar, MD is at Harvard Medical School in the Department of Physical Medicine & Rehabilitation. He is a computer scientist turned doctor and is involved in the VA's national innovation efforts. His interests focus on improving healthcare by merging techniques from Lean/Six Sigma systems improvement, value based healthcare, and human centered design. He teaches and consults healthcare professionals nationally in the above methodologies and leads a variety of healthcare teams to think creatively with these efforts. Dr. Bhatnagar is on staff at Massachusetts General Hospital & Spaulding Rehabilitation Hospital. He is also an Innovation Officer at the VA Boston Healthcare System and the Medical Director of the Traumatic Brain Injury (TBI) / Polytrauma Network Site.



Faculty



Catherine Dale is the Programme Director for Patient Safety at the Health Innovation Network, a National Health Service (NHS) organization located in south London, UK. She has more than 15 years of management experience in hospitals in London, including more than 10 years of work in service improvement and transformation roles. Ms. Dale led a program of work to improve patients' experiences of cancer services using Experience-Based Co-Design (EBCD) and led the original development of the King's Fund's EBCD toolkit. Her patient-centered work is clearly demonstrated in the involvement of patients in the design and development of the Cancer Centre at Guy's Hospital in London that opened in 2016. She holds a Masters in Business Psychology, with her dissertation topic on change management in the NHS.

Faculty



Joanna Goodrich is Head of Evidence and Learning at The Point of Care Foundation, an independent charity in the UK with a mission to humanize health care. The Foundation works to improve patients' experience of care, and increase support for the staff who work with them, by providing evidence and resources to support health and care staff in caring for patients. Ms. Goodrich leads one of the Foundation's patient-focused quality improvement programs, providing training and coaching support in the experience-based co-design (EBCD) method. In addition, she is responsible for providing the research evidence that underpins the work of the Foundation. Ms. Goodrich joined the Point of Care Program at the King's Fund from its beginning in 2007 and moved with it when it became The Point of Care Foundation in 2013. There she has managed a number of quality improvement programs with a patient focus. She co-wrote the EBCD toolkit and now runs training and support for teams using this approach. Before joining the King's Fund, Ms. Goodrich worked in public health and for a number of charities, most recently the Multiple Sclerosis Society.

Faculty



Lisa McKenzie, BPhysio(Hons), MHA, is a 2016-2017 Melbourne Health Fellow at the Institute for Healthcare Improvement. She has a clinical background and practiced as a physiotherapist in Australia and the United Kingdom. After transitioning into health management, she completed the Australian College of Health Services Executives Management Residency Program and a Masters of Health Administration at La Trobe University. In various strategic and operational roles, Ms. McKenzie has led large-scale change initiatives with a particular focus on quality improvement activities and service redesign. She currently works in the Office of the Chief Executive at Melbourne Health, one of Australia's eminent public health care providers. Most recently she was the organization's Chief of Staff and prior to this, the Director of Transformation and Quality. In these positions she led a range of priority projects, including Melbourne Health's improvement and innovation program that achieved significant quality outcomes, financial improvements, and the delivery of more person-centered care. Ms. McKenzie is currently researching factors that influence the effectiveness of interventions aimed at creating a safety culture and improving the reliability of health care.

Five Components

1. Preparation and Readiness (business case, defining your audience, framing the problem, preparing leadership)
2. Discovery and Understanding (Journey Mapping, Recruitment, observational exercises, empathy mapping)
3. Co-Create New Ideas (virtual/in person sessions, storytelling, deep dive, brainstorming)
4. Test new ideas
5. Plans for Spread and Scale Up



Practical Application

- For each of the components of co-design, expert faculty will provide guidance on how to succeed.
- The two-day program is designed to be highly interactive so that participants are able to implement what they have learned right away in their home organizations.
- Expert faculty have experiences with a variety of care settings and organizations.
- There will be opportunities to work in small groups and on individual projects with guidance and feedback from the faculty team.



April 4, 2017

Time	Topic
7:30 AM– 8:00 AM	Registration and Continental Breakfast
8:00 AM–8:10 AM	Welcome and Overview
8:10 AM–8:30 AM	The Vision for Co-Design
8:30 AM–9:15 AM	Introduction to Co-Design and Co-Creation
9:15 AM–10:00 AM	Preparation and Readiness
10:00 AM–10:15 AM	Break
10:15 AM– 10:45 AM	Catherine's Story: Part 1
10:45 AM–12:00 PM	"Speed Rating" tools for Discovery ("seeing "through the patients eyes") and Inspiration

12:00 PM–1:00 PM	Lunch
1:00 PM –2:00 PM	New Ideas: Proven methods for idea generation and co-design
2:00-2:30 PM	What's the Evidence?
2:30 PM –2:45 PM	Afternoon Break
2:45 PM – 3:45 PM	Innovative strategies for effective measurement and evaluation
3:45-4:30 PM	Coach the coach
4:30 PM–5:00 PM	Debrief Day 1



April 5, 2017

Time	Topic
7:30 AM– 8:00 AM	Continental Breakfast
8:00 AM–8:10 AM	Welcome Back, Check-In, and Review of the Day's Agenda
8:15 AM–8:45 AM	Case Study: Catherine's Story Part 2
8:30 AM–8:45 AM	Introduction to Co-Design and Co-Creation
8:45 AM–9:15 AM	Break and Hotel Check-Out
9:15 AM–10:15 AM	Building Blocks
10:15 AM– 12:15 AM	Shark Tank
12:15 PM–1:15 PM	Lunch

1:15 PM –2:30 PM	Plans for Spread and Scale-Up
2:30-3:00 PM	Debrief and Wrap Up



Discussion and Questions

